

What is claimed is:

1. A method for retaining a customer of a service provider, comprising the steps of:
 - receiving information from the service provider regarding the customer;
 - performing a first visit to a customer location;
 - providing a warning to the customer if the customer is not at the customer location at a time of the first visit; and
 - performing a second visit to the customer location.
2. The method of claim 1 wherein the step of providing a warning comprises the step of placing a note on a door knob of the location.
3. The method of claim 1 wherein the step of providing warning comprises the step of providing a first personalized message.
4. The method of claim 1, further comprising the step of:
 - disconnecting the customer location from the service provider if the customer does not pay an owed amount at the first visit.
5. The method of claim 4, further comprising the step of:
 - reconnecting the customer location to the service provider at the second visit if the customer pays the owed amount after the first visit.
6. The method of claim 4, further comprising the step of:
 - collecting any equipment owned by the service provider at the customer location.
7. The method of claim 1, further comprising the step of:
 - disconnecting the customer location from the service provider if the customer does not pay an owed amount at the second visit.

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8. The method of claim 7, further comprising the step of:
reconnecting the customer location to the service provider at a
third visit if the customer pays the owed amount after the second visit.

9. The method of claim 7, further comprising the step of:
collecting any equipment owned by the service provider at the
customer location.

10. The method of claim 7, further comprising the step of:
providing a disconnection notice to the customer at the second
visit.

11. The method of claim 10, wherein the step of providing a
disconnection notice comprises the step of providing a second personalized
message.

12. The method of claim 1, further comprising the step of:
providing a disconnection notice to the customer at the second
visit.

13. The method of claim 12 wherein the step of providing a
disconnection notice comprises the step of placing a note on a door knob of
the location.

14. The method of claim 12 wherein the step of providing a
disconnection notice comprises the step of providing a second personalized
message.

15. The method of claim 1 wherein the step of receiving information from the service provider regarding the customer comprises the step of:

receiving a work order for each customer location, each work order including an owed amount.

16. The method of claim 1, wherein the step of performing a first visit to a customer location further comprises the steps of:

checking for a presence of the customer at the customer location; and

asking the customer to pay an owed amount if the customer is present.

17. The method of claim 1, wherein the step of performing a second visit to the customer location further comprises the steps of:

checking for a presence of the customer at the customer location; and

asking the customer to pay an owed amount if the customer is present.

18. The method of claim 17, further comprising the step of: disconnecting the customer location from the service provider if the customer does not pay the owed amount at the second visit.

19. The method of claim 1, further comprising the step of: updating a work order for the customer location after the step of performing the first visit.

20. The method of claim 1, further comprising the step of: updating a work order for the customer location after the step of performing the second visit.